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What stops working if you do not pay: website, e-mail, DNS and domain, one by one

Billing & Payments

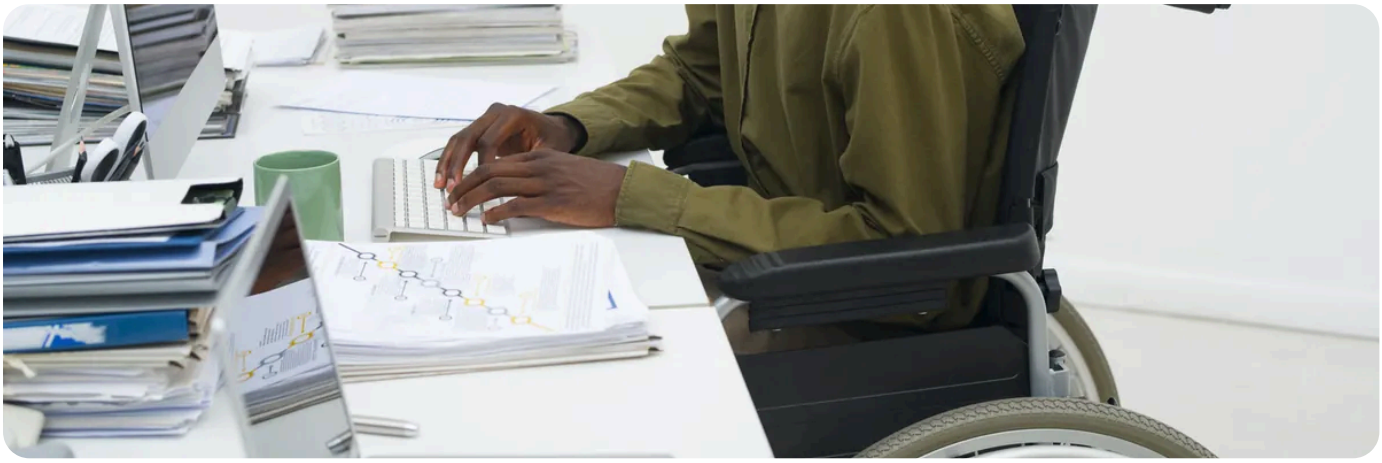
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What stops working if you do not pay: website, e-mail, DNS and domain, one by one

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Not paying an invoice does not wipe everything at once: there are **three phases**, and each one stops different things. First the service carries on, then it is suspended (it stops answering but nothing is deleted), and finally it is terminated (at that point data can leave the server). The days for each phase are in the calendar, not here: see **why your invoice shows this amount, and the billing calendar**.

What happens to each part

Part	Overdue, before suspension	Suspended	Terminated
The website	Works.	Stops opening. The files stay.	The files leave the server.
E-mail	Works.	Stops arriving. The messages stay.	Mailboxes and messages leave the server.
The databases	Work.	Stay, unused.	Leave the server.
DNS records created in the account	Work.	Are not deleted.	Are not kept for you. Copy them beforehand.
The daily backups	Nothing changes.	Nothing changes in the data.	The history ends; only the last copy is kept, for the period in the Terms.
The domain registration	A separate service, with its own invoice and calendar.	Not suspended by this.	Not deleted by this. See **how to cancel a service and keep only the domain**.

What to do in each phase

1. **Still overdue:** pay, and the account carries on as if nothing happened. Notices go to the account's e-mail; make sure it is one you read. See **how to change your registration e-mail**.

2. **Already suspended:** pay the overdue invoice. Reactivation is automatic when the payment is recorded; with a method that confirms itself it takes minutes, with a bank transfer it waits for the check. See **how to reactivate a suspended or terminated plan**.

3. **Close to termination:** talk to us **before** you get there. Once terminated, paying no longer brings back what was deleted. See **how long we keep backups**.

4. **If you are letting the service lapse on purpose**, take what you want first: **how to take everything with you before you cancel**.

Suspended is not the same as terminated.
Suspended is fixed by paying, and it comes back whole. Terminated can mean files and mailboxes that no longer exist, and then paying does not bring them back. There is a gap between the two phases and it is what protects your data: do not spend it.

The domain is the costliest thing to lose.
Even with the hosting suspended, the name remains yours and carries on renewing. But a site with no hosting leaves the name with nowhere to go. If you are changing host, leave the domain where it is, and point it at the new place: see **pointing your domain to us: nameservers, step by step**.

NEED A HAND?

Have an overdue invoice and not sure what phase you are in? Send us the number and we will tell you what is stopped and what you can do.

Open a support ticket →

In our plans

Backups are automatic, made every day and incremental, and each one is kept for 30 days. Restores cost nothing. When an account or a site is deleted, its backup is kept for up to 1 year, which is the period the table above refers to. While the account is active, cPanel shows the restore points available under JetBackup (or Backups). The number of days of each phase before termination stays in the billing calendar, which is where to read it.

SEE ALSO

- How to reactivate a suspended or terminated plan
- Why your invoice shows this amount, and the billing calendar
- Bank transfer: the five stages until your payment is confirmed
- A window about unpaid invoices appears when I sign in: what it is and what to do

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